Attorney Docket No. 9D-EC-19348

a below named inventor, I hereby declare that: 1 6 mg residence, post office address and citizenship are as stated below next to my name. Believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint Shiventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING, the specification of which: is attached hereto. (check one) was filed on January 10, 2000 as Application Serial No. 09/480,589, and was amended on I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations §1.56. I hereby claim priority benefits under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112. I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application: Application Serial No. Filing Date Status (patented, pending, abandoned) I hereby claim the benefit under Title 35, United States Code §119(e) of any United States provisional application(s) listed below: Application Serial No. Filing Date Additional provisional application numbers are listed on a supplemental priority sheet attached hereto. OFFICE OF PENINIONS POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith. (list name and registration number) H. Neil Houser (Reg. No. 28,859) and George Rideout, Jr. (Reg. No. 43,880), all of General Electric Company, Appliance Park 2-225, Louisville, KY 40225; Ronald E. Myrick (Reg. No. 26,315); Henry J. Policinski (Reg. No. 26,621), John F. Beninati (Reg. No. 40,510), of General Electric Company, 3135 Easton Turnpike, Fairfield, CT 06431; Jay L. Chaskin (Reg. No. 24,030) of 3135 Easton Turnpike, Fairfield, CT 06431; John S. Beulick (Reg. No. 33,338), Bruce T. Atkins (Reg. No. 43,476), Thomas M. Fisher (Reg. No. 47,564). Daniel M. Fitzgerald (Reg. No. 38,880), Patrick W. Rasche (Reg. No. 37,916), Robert B. Reeser III (Reg. No. 45,548), Gordon F. Sieckmann (Reg. No. 28,667), and Michael Tersillo (Reg. No.

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42,180), all of Armstrong Teasdale LLP, One Metropolitan Square, St. Louis, MO 63102.

Attorney Docket No. 9D-EC-19348

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application and any patent issued thereon.

SOLE OR FIRST INVENTOR:	
Full Name: Kevin Michael Ruppelt	
Signature: Michael Styget	Date: 5/6/02
Residence: Louisville, Kentucky	
Citizenship: USA	
Post Office Address: 14304 Wakefield Place, Louisville, KY 40245	
SECOND JOINT INVENTOR, IF ANY:	
Full Name: Jeffrey Karl Skilling	
Signature:	Date:
Residence: Westerville, Ohio	
Citizenship: USA	
Post Office Address: 620 Big Rock Drive, Westerville, OH 43082	
THIRD JOINT INVENTOR, IF ANY:	
Full Name: Ian Killeen Heckman	
Signature: Date:	5/8/02
Residence: Louisville, Kentucky	
Citizenship: USA	
Post Office Address: 520 Vineleaf Drive, Louisville, Kentucky 40222	
FOURTH JOINT INVENTOR, IF ANY:	
Full Name: Glenn William Cornell	
Signature: Slew Colcell	Date: 5/8/2002
Residence: Louisville, Kentucky	•
Citizenship: USA	
Post Office Address: 6803 Fordham Lane, Louisville, KY 40291	

Attorney Docket No. 9D-EC-19348

FIFTH JOINT INVENTOR, IF ANY:		
Full Name: Charles David Lowry		
Signature:	Date:	
Residence: New Albany, Indiana		
Citizenship: USA		
Post Office Address: 1058 Chapel Creek Trail, N	ew Albany, IN 47150	

Attorney Docket No. 9D-EC-19348

As a belowned inventor, I hereby declare that:

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inventor (if plur	al names nvention L SCHE	are listedentitled:	d below) of the subject man METHOD, SYSTEM, AN	tter which	ed below) or an original, first and joint is claimed and for which a patent is RAM PRODUCT FOR ON-LINE
(check one)	[] [⁄]	was filed	ed hereto. I on <u>January 10, 2000</u> as App amended on		erial No. <u>09/480,589,</u>
			and understand the contents ndment referred to above.	s of the abo	ove identified specification, including
			se information which is ma Federal Regulations §1.56.	terial to th	e examination of this application in
listed below and prior United States §112. I acknow	, insofar tes applic wledge th 56 which	as the su ation in to be duty to cocurrect	bject matter of each of the of the manner provided by the o disclose material information of between the filing date of	claims of the first paragraph at the first pa	0 of any United States application(s) his application is not disclosed in the raph of Title 35, United States Code, efined in Title 37, Code of Federal application and the national or PCT
Application Seria	al No.	-	Filing Date	Sta	itus (patented, pending, abandoned)
		- - -			
I hereby claim tapplication(s) lis			Title 35, United States Coo	de §119(e)	of any United States provisional
Application Seria	al No.	- - -	Filing Date		Additional provisional application numbers are listed on a supplemental priority sheet attached hereto.
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Send Correspondents Send Correspondents Send Correspondents St. Louis, MO	t sdale LLI an Squar	P	600		Direct Telephone Calls To: John S. Beulick 314-621-5070

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Residence: Louisville, Kentucky	
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SECOND JOINT INVENTOR, IF ANY:	
Full Name: Jeffrey Karl Skilling	
Signature: Jeffy Karl Hully	Date: 4/30/02
Residence: Westerville, Ohio	
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Post Office Address: 620 Big Rock Drive, Westerville, OH 43	3082
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MAY 1 6 2002 CLARATION AND POWER OF ATTORNEY

Attorney Docket No. 9D-EC-19348

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I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is

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listed below and, inseprior United States a §112. I acknowledge	ofar as the supplication in gethe duty	bject matter of each of the c the manner provided by the f to disclose material informa d between the filing date of	laims of th first paragi tion as de	O of any United States application(s) his application is not disclosed in the raph of Title 35, United States Code, efined in Title 37, Code of Federal application and the national or PCT
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John S. Beulick Armstrong Teasdale One Metropolitan S St. Louis, MO 6310	quare, Suite 2	600		John S. Beulick 314-621-5070

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FIFTH	JOINT	INVEN	TOR,	ΙF	ANY:
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Full Name: Charles D.	avid Lowry
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Signature: Charles David Lowey

Date: 04/25/2002

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